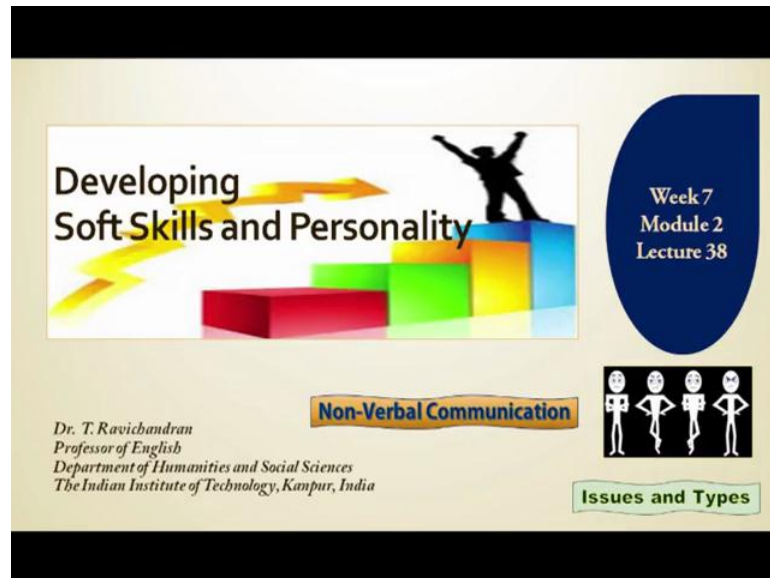


**Developing Soft Skills and Personality**  
**Prof. T. Ravichandran**  
**Department of Humanities and Social Sciences**  
**Indian Institute of Technology, Kanpur**

**Lecture – 38**  
**Non-Verbal Communication: Issues and Types**

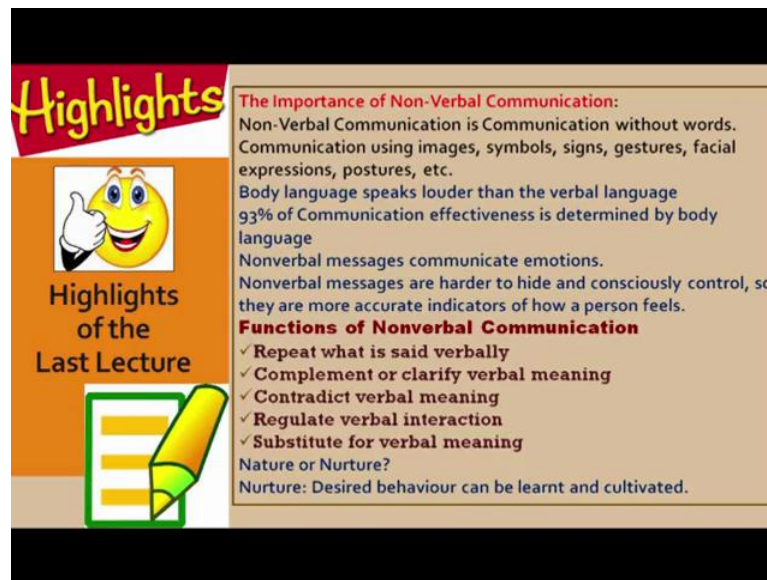
(Refer Slide Time: 00:19)



Hello everyone, welcome back to my course on Developing Soft Skills and Personality. This is week 7 module number 2 and lecture number 38. So, this week I have already started the discussion on non-verbal communication and in this module particularly we will focus on some of the basic issues associated with non-verbal communication and the types of non-verbal communication.

Before I go to the lecture as such I would like to give a quick review of what I did in the previous lecture. In the previous lecture, I highlighted the importance of non-verbal communication.

(Refer Slide Time: 00:54)



**Highlights**

**Highlights of the Last Lecture**

**The Importance of Non-Verbal Communication:**  
Non-Verbal Communication is Communication without words.  
Communication using images, symbols, signs, gestures, facial expressions, postures, etc.  
Body language speaks louder than the verbal language  
93% of Communication effectiveness is determined by body language  
Nonverbal messages communicate emotions.  
Nonverbal messages are harder to hide and consciously control, so they are more accurate indicators of how a person feels.

**Functions of Nonverbal Communication**

- ✓ Repeat what is said verbally
- ✓ Complement or clarify verbal meaning
- ✓ Contradict verbal meaning
- ✓ Regulate verbal interaction
- ✓ Substitute for verbal meaning

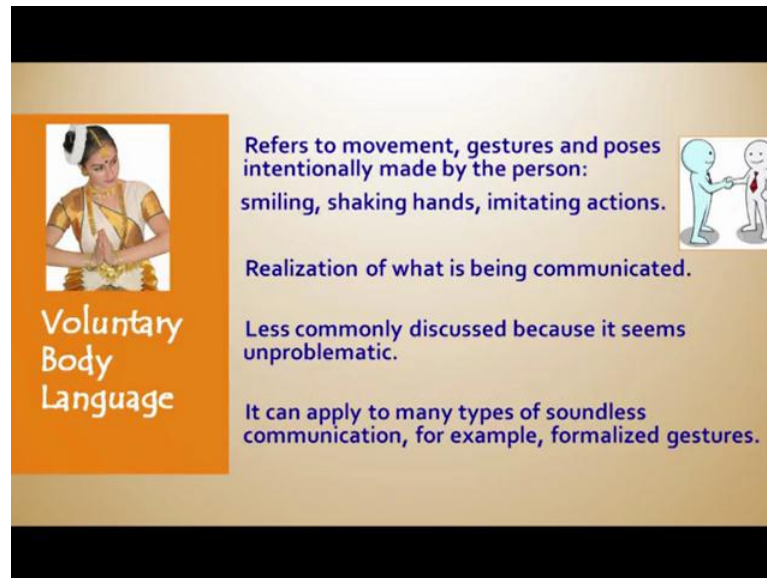
Nature or Nurture?  
Nurture: Desired behaviour can be learnt and cultivated.

I started with the definition that non-verbal communication is simply communication without words, which is communication using images, symbols, signs, gestures, facial expression, postures etcetera. Body language is more important because it speaks louder than the verbal language and I talked to you about discovery in this regard where he says that 93 percent of communication effectiveness is determined by body language, why because non-verbal messages communicate emotions and non-verbal messages are harder to hide and consciously control. So, they are more accurate indicators of how a person feels.

The most important part of the previous lecture was about the discussion with regard to the functions of non-verbal communication. I discussed about five basic functions, one repeat what is said verbally non-verbal communication complements or clarifies verbal meaning. It can contradict verbal meaning, it can regulate verbal interaction and it can also acts as a substitute for verbal meaning towards the end I discuss the debate whether it is nature or nurture why there are universal qualities behaviour in terms of possessing our tertiary, we tend to behave like animals and birds, but then the contemporary view in terms of non-verbal communication is that it can be nurtured that is the desired behaviour can be learned and cultivated. So, I ended the lecture with the positive note that you can also develop, cultivate non-verbal communication on becoming expert.

Now, what are the issues associated with non-verbal communication, why should you be so concerned as well as worried about it? Now, non-verbal communication has two aspects, we can divide them basically into the voluntary body language and the involuntary body language. Now, the voluntary body language has no issues, no problem.

(Refer Slide Time: 03:16)



**Voluntary Body Language**

Refers to movement, gestures and poses intentionally made by the person: smiling, shaking hands, imitating actions.

Realization of what is being communicated.

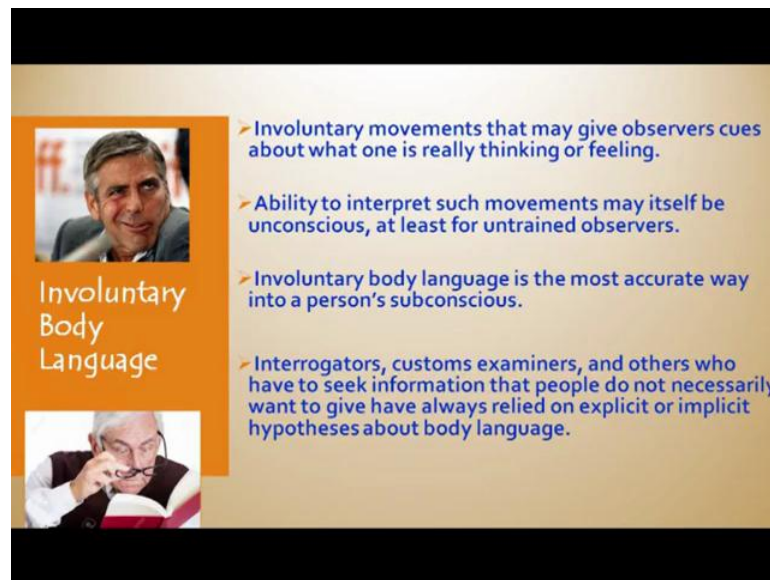
Less commonly discussed because it seems unproblematic.

It can apply to many types of soundless communication, for example, formalized gestures.

Why because they refer to movement gestures and poses which are intentionally made by the person such as smiling, shaking hands or imitating actions. Suppose somebody says bye you will also say bye and it comes to you naturally, you imitate and then it is like you do with a realization of the fact that you are communicating somebody saying bye. So, you also want to response to the person, this is less commonly discussed even in terms of non-verbal communication because it seems unproblematic there is no problem doing this voluntary body language.

Many type of soundless communication actually come under this especially the formalized gestures like saying 'Namaste' even in Indian culture that is actually a voluntary body language. So, the person decides to welcome someone and says 'Namaste'. Now, as I said this part has actually no issue it is not really problematic the actual problem comes with the involuntary body language.

(Refer Slide Time: 04:25)



The slide features a title 'Involuntary Body Language' in white text on an orange background. To the left of the text are two small photographs: the top one shows a man in a suit (George Clooney) smiling, and the bottom one shows an older man with glasses reading a book. To the right of the orange box is a list of four bullet points in blue text.

- Involuntary movements that may give observers cues about what one is really thinking or feeling.
- Ability to interpret such movements may itself be unconscious, at least for untrained observers.
- Involuntary body language is the most accurate way into a person's subconscious.
- Interrogators, customs examiners, and others who have to seek information that people do not necessarily want to give have always relied on explicit or implicit hypotheses about body language.

Now, what are involuntary body movements or body language? Now, these are the ones that may give observers cues about what one is really thinking or feeling, what does it mean? It is giving them some indicators that what you are feeling inside is not been express through the words, but the body is trying to convey that.

Now, for the person who is looking at it the ability to interpret such movements may itself be unconscious at least for the untrained observers. However, involuntary body language is the most accurate way into a person subconscious, what is taught in the deep subconscious mind can be reveal through the involuntary body movements that is why its problematic, it is sometimes scary, it is sometimes making us feel nervous because without our knowledge we betray ourselves our inner most thoughts.

So, what do interrogators and customs examiners do, whenever they want to seek information which people do not want to give normally they just look at the body language, they put them into scrutiny, they observe the body language the simple example is that if you are having a proper ticket and then you are coming out your decently dressed and you never ever think of travelling on a train without a ticket at the entrance the ticket collector is standing and then when you go he is not even bothering to ask you about the ticket, but when then somebody emits the crowd is slightly trying to sneak away and he exactly catches that person without the ticket, how is it possible for the ticket collector to identify among thousands of people the exactly one person who is

coming there without the ticket. So, that is again because of the body language the person is nervous, the person is trying to hide the person is trying to sneak away

The person is trying to run away and then he is feeling embraces. So, these are indicator in the form of sweat, in the form of some kind of nervousness or other indicated in the movement. So, all the things give clue. So, that is why the major issue about body language is with regard to the involuntary body language. Now, of that sounds like a bad news, the good news is that as it was said in the beginning they are controllable provided you become conscious and you become aware of it.

(Refer Slide Time: 07:43)



**Appearance**

- Appearance conveys non-verbal impressions that affect receivers' attitudes towards the verbal messages even before they hear the message.
- Clothing, hair style, neatness, cosmetics, etc., are part of personal appearance.
- People who are attractive are judged to be more intelligent, more capable, and more desirable than others are.
- No factual basis—but it can affect decisions about, hiring, placement and promotion.

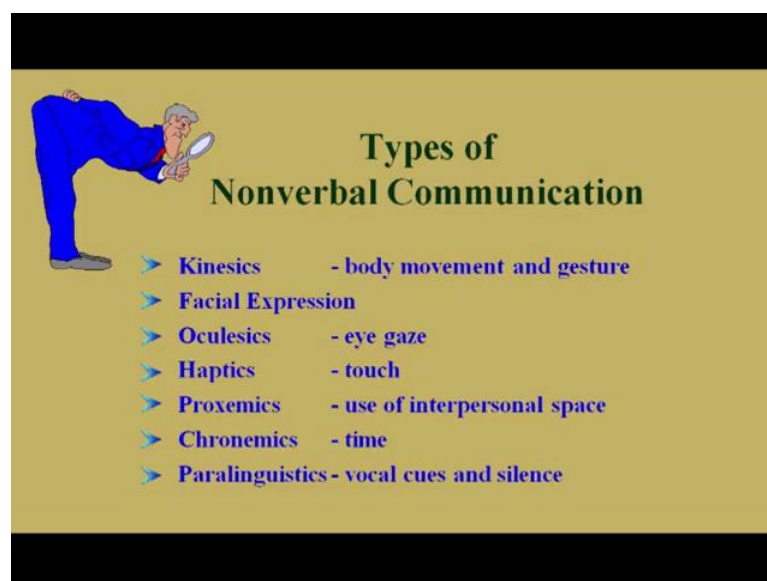
So, that let us see how you can do and one more issue that is should highlight before actually I get into the types of non-verbal communications is the fact about appearance the way you look. So, the way you look is not necessarily coming from your skin tone, your facial expression, but also by the way you are using clothing, hair style, etcetera appearance conveys non verbally impressions that affect receivers attitude towards the verbal messages even before they hear the messages as it is being said that first impression very often is the best impression and people from the impression even without even the person starts speaking to them. So, even before they hear the messages they form the impression based on the way a person has clothed, based on the persons hair style, the overall neatness, the cosmetics, etcetera which are used which are all part of the personal appearance.

What is the issue here? People who are attractive again mind you not necessarily in terms of looking good looking, beautiful looking, handsome, but you can make yourself attractive today by grooming yourself in a very pleasant manner. So, those people who appear to be attractive or judged to be more intelligent more capable and more desirable than others

Now, the interesting fact is that this is not corroborated by any fact that there are no factual basics, but it can effect decisions about hiring placement and promotion. So, people who generally project themselves has looking good in terms appearance, looking smart in terms of appearance whether they really deliver goods or not there is a human tendency to promote them even hire them the people may regret later that is a different thing, but this is a factor that you should keep in mind.

Now, what is the success formula then you develop the inner core, the inner content and then develop all good habits of success, but at the same time pay attention to the outer core also the appearance also. So, this makes you very difficult combination and then others will not be able to even match up with you in terms of your projection of yourself especially in terms of body language now, have been discussed about this issue. Let us look at the types of non-verbal communication. Generally you think that non-verbal communication, it simply means you think that it is just body language. Now, what are the aspects of this body language?

(Refer Slide Time: 10:48)



The slide has a yellow background with a black border at the top and bottom. On the left, a cartoon detective in a blue suit is bent over, holding a magnifying glass. To the right of the detective, the title 'Types of Nonverbal Communication' is written in a bold, dark green font. Below the title is a list of seven types of nonverbal communication, each preceded by a blue arrow pointing to the right. The list items are: Kinesics - body movement and gesture, Facial Expression, Oculistics - eye gaze, Haptics - touch, Proxemics - use of interpersonal space, Chronemics - time, and Paralinguistics - vocal cues and silence.

## Types of Nonverbal Communication

- > Kinesics - body movement and gesture
- > Facial Expression
- > Oculistics - eye gaze
- > Haptics - touch
- > Proxemics - use of interpersonal space
- > Chronemics - time
- > Paralinguistics - vocal cues and silence

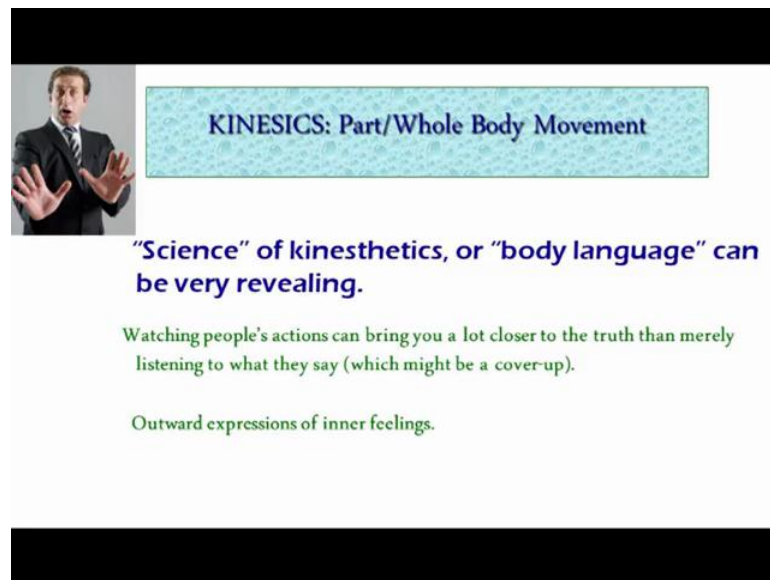
What are the types? The first one is kinesics which is coming from the word kinetic kinaesthetic which implies any kind of movement, kinetic itself is indicating movement. So, kinesics is indicating the steady of body movement and gestures in a sense it indicates part or the whole of the body movement the entire body movement the body language itself is called as kinesics.

The next important type we need to focus on is facial expression, what can the face do as such it can work millions, the eyes can do what words cannot do, the lips can do what again words cannot do. So, what eye in terms of eye gaze it will do is considered to be oculusics or the signs or steady off the movement of eye is oculusics and next we have haptics, haptics refers to touch the steady of touch including hand shake, petting, hugging. So, all this will come under touch.

The next one is proxemics which is close to touch this is about the steady of the use of interpersonal space how much space we give when we do not know somebody and how much space we reduce when somebody is becoming closer and closer to us that is proxemics, chronemics is another interesting aspect of body language non-verbal communication that is about our use of time are rather about our miss use of times also. In fact, you will know the miss use of time when you know what kind of chronemics that you come under, we look at it very soon the last, but not the least if the less said about aspects of non-verbal communication is to do with paralinguistics the aspect of language which is not using words, but giving vocal cues and also silent, let us look at this aspects in detail with some appropriate examples.



(Refer Slide Time: 13:31)



**KINESICS: Part/Whole Body Movement**

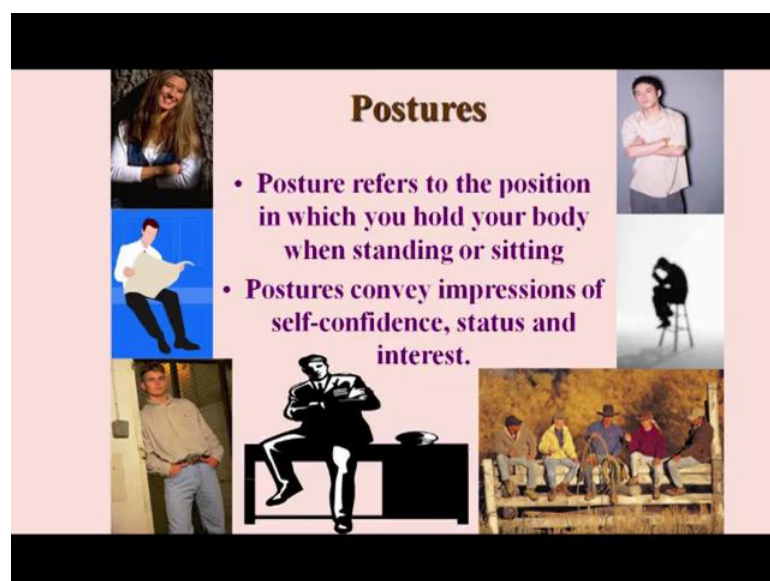
**“Science” of kinesthetics, or “body language” can be very revealing.**

Watching people's actions can bring you a lot closer to the truth than merely listening to what they say (which might be a cover-up).

Outward expressions of inner feelings.

Now, first about kinesics that is the part or whole body movement, the science of kinaesthetic or body language can be very revealing, what you should do, you should start watching people in terms of the body language. So, watching peoples actions can bring you a lot closer to the truth then merely listening to what they say what might be a cover up also in short the outwards expressions of inner feelings, especially expressed in the form of moving the body. So, it can be posture, it can be gestures, it can be the way one walks the way one sits. So, how the person is using the entire body in plot or in hold refers to the steady of kinesics.

(Refer Slide Time: 14:29)



**Postures**

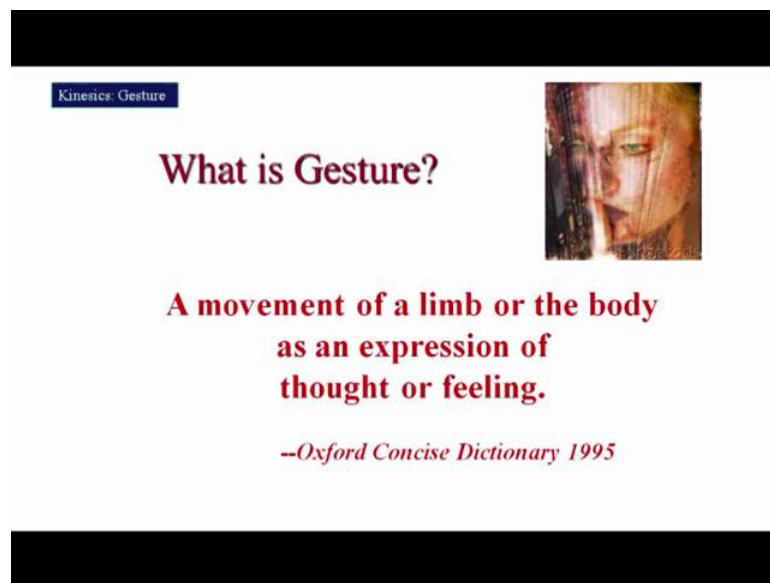
- Posture refers to the position in which you hold your body when standing or sitting
- Postures convey impressions of self-confidence, status and interest.

The slide includes several images: a woman with arms crossed, a man with arms crossed, a man sitting and reading, a man sitting on a chair, a man sitting on a bench, and a group of people sitting on a bench outdoors.




Now, postures come under this category. So, postures simply refers to the position in which you hold your body when standing or sitting, but then look at the pictures I have put why somebody prefers to lean on the wall. Why somebody prefer to stand erect, why somebody is bending the head, why somebody is leaning back, why somebody is walking as if there is pain in the neck. So, postures convey impressions of self confidence status interest lack of interest etcetera. So, this is part of kinaesthetic.

(Refer Slide Time: 15:13)



Kinesics: Gesture

## What is Gesture?



**A movement of a limb or the body  
as an expression of  
thought or feeling.**

*—Oxford Concise Dictionary 1995*

Gestures is again part of kinesics what is gestures, if you look at the dictionary, it simply says that gestures is movement of the limb or the body as an expression of thought or feeling. So, anything that you do with any part of the body usually you gestures using your hands just to express a thought a feeling that is gestures.

(Refer Slide Time: 15:39)

**Kinesics: Gesture**

## Gesture

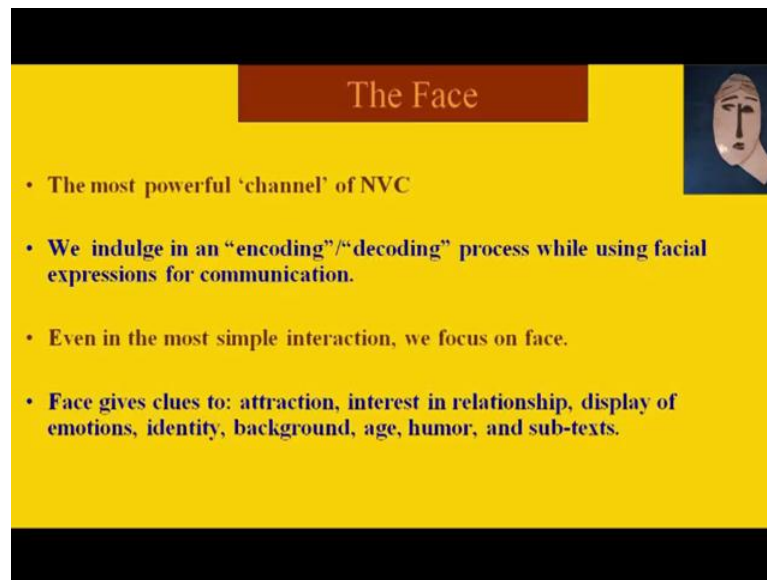
**Gestures have cultural background. They are learnt within the society & culture to which one belongs.**

**Gestures either accompany spoken language or stand alone in conveying a particular message.**

**e.g., pointing on a place on map while speaking about a site**

But the tricky part of gestures is that most of the gestures have cultural background which means they vary from one culture to another, something that is good in western culture, the same gestures may not mean the same in South Asian culture and vice versa. So, how do you know they are learnt within the society and culture to which one belong gestures either accompanies spoken language or stand alone in conveying particular messages? So, examples when a teacher or a project manager is trying to explain something. So, he or she may use a map and then point out a space on the map while speaking about a site, but then may use certain other kind of hand gestures which may vary from one culture to another.

(Refer Slide Time: 16:50)



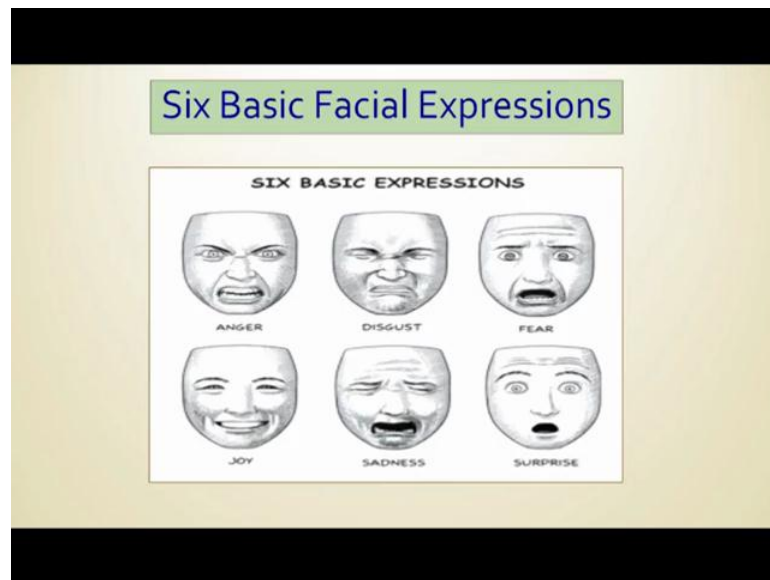
The Face

- The most powerful 'channel' of NVC
- We indulge in an “encoding”/“decoding” process while using facial expressions for communication.
- Even in the most simple interaction, we focus on face.
- Face gives clues to: attraction, interest in relationship, display of emotions, identity, background, age, humor, and sub-texts.

The next one that you need to pay more attention is the face. In fact, is the most pre dominant indicator in terms of body language it is the most powerful channel of non-verbal communication. We indulge in an encoding decoding process while using facial expression for communication even in the simplest interaction we focus on the face and we know that if the person is not showing the face or if we are not interested in looking at the face of the person then something is wrong in the communication. It is not a genuine communication some kind of dishonesty is there, somebody wants to hide something to the other or there is the likeness is less in the relationship or so on. So, face gives clues to attraction.

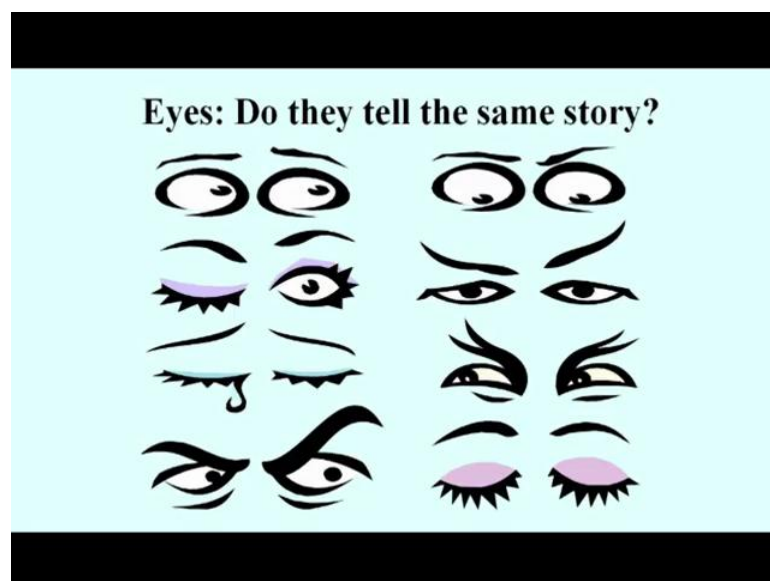
So, if you are attracted to somebody you want to look at the face of that person forever and ever interest in relationship. So, you like the expressions of the other person, you want to watch this person all the time display of emotions, identity back ground age even the body constitution which is refer to us humour and sub text what is hidden is again will be shown on face many or in face to face communication.

(Refer Slide Time: 18:24)



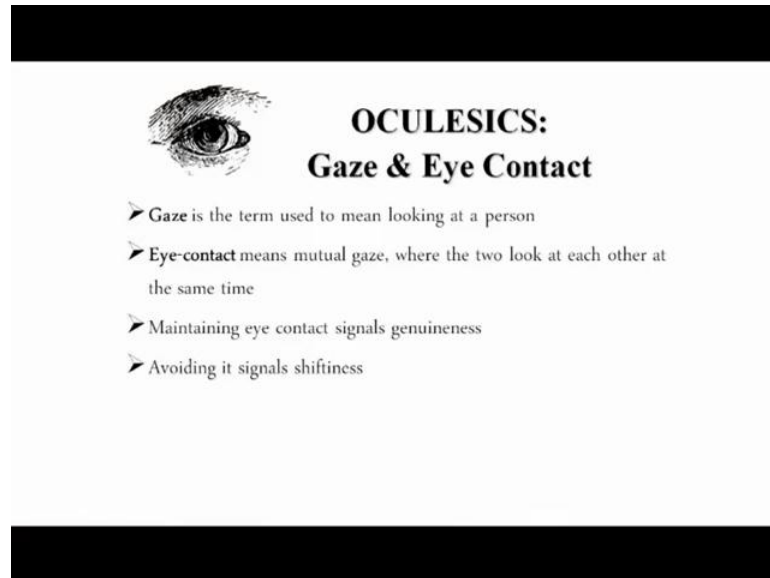
Now, other interesting things about facial expressions is that universally as a define by Paul Ekman, there are six basic facial expressions which people accept everywhere, but depending on the culture people try to have more expressions that this, but the basic ones anger, disgust, fear, joy or happiness, sadness and then surprise now most of the times people look the same when they are happy or when they are afraid or when they are surprised or when they are in sadness or disgust. So, invariably the expression looks same.


(Refer Slide Time: 19:05)



But when you look at eyes look at some of the random pictures of eyes which I took and then I have put here, do they tell you the same story the eyes, eye movement the eye gaze increasing in contraction decreasing can all tell you something about the person.

(Refer Slide Time: 19:30)



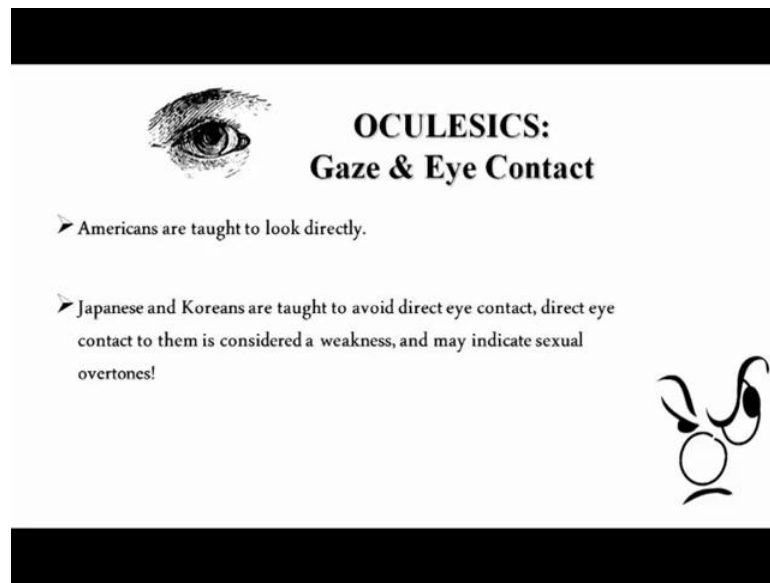



### OCULESICS: Gaze & Eye Contact

- Gaze is the term used to mean looking at a person
- Eye-contact means mutual gaze, where the two look at each other at the same time
- Maintaining eye contact signals genuineness
- Avoiding it signals shiftiness


About what the person is thinking and that exactly is the signs by name oculesics which indicates the steady of gaze and eye contact. Now, gaze is the term used to mean looking at a person eye contact means mutual gaze, when the two look at each other at the same time maintaining eye contact signals genuineness avoiding it signals shiftiness. So, it is important to maintain eye contact whether in formal or informal relationships and the level of gazing or the intensity of gazing can vary according to cultures.

(Refer Slide Time: 20:25)



 **OCULESICS:  
Gaze & Eye Contact**

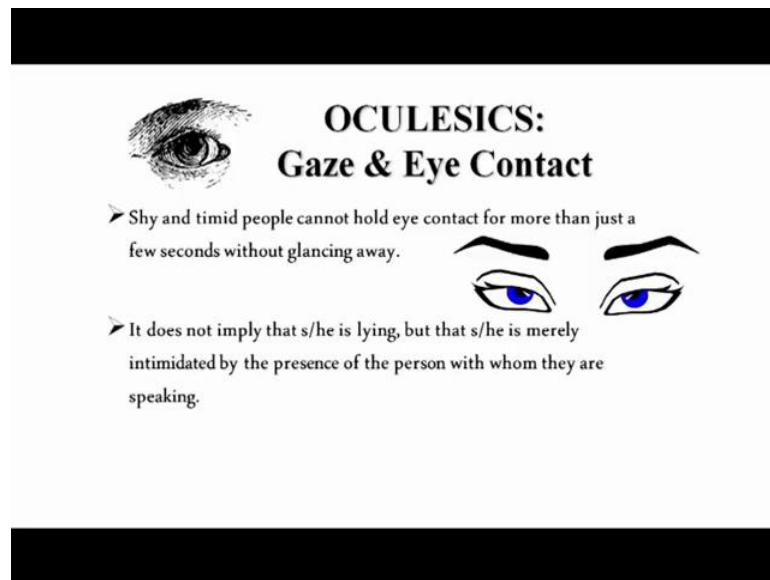
- Americans are taught to look directly.
- Japanese and Koreans are taught to avoid direct eye contact, direct eye contact to them is considered a weakness, and may indicate sexual overtones!



For example, Americans are taught to look directly whereas Japanese and Koreans and even most of the Indians are taught to avoid direct eye contact, direct eye contact to them is considered a weakness in a case of Koreans and all that it may even indicate some sexual overtones.



However, shy people, timid people cannot hold eye contact for more than just a few seconds without glancing away. So, they look at you, but they want to take the glance away from you because they are shy by nature. They are very timid this is where you should not jump into conclusions by looking at the persons and deciding the person is not maintaining eye contact.

(Refer Slide Time: 21:19)



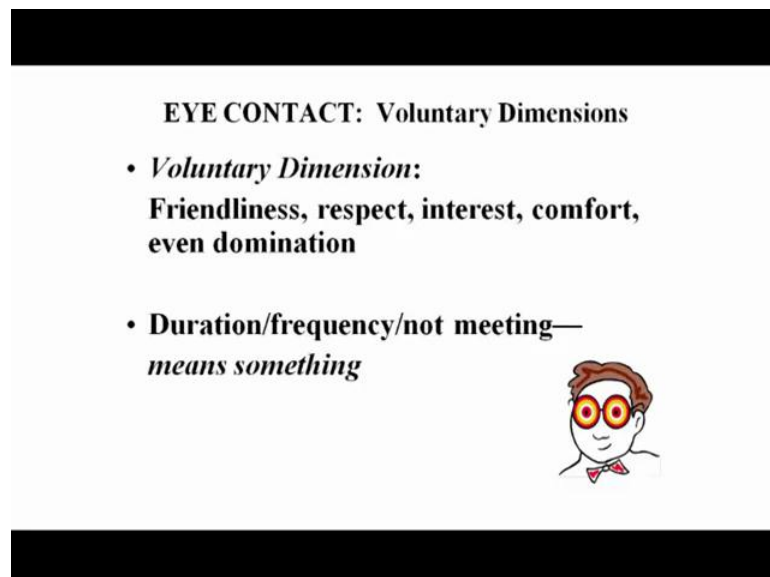
**OCULESICS:  
Gaze & Eye Contact**

- Shy and timid people cannot hold eye contact for more than just a few seconds without glancing away.
- It does not imply that s/he is lying, but that s/he is merely intimidated by the presence of the person with whom they are speaking.




So, this person is actually trying to cheat me. It does not mean that it does not imply that he or she is lying or trying to cheat you, but she or he is merely intimidated by the presence of the person with whom they are speaking, so that you should also give contingency to this aspect.

(Refer Slide Time: 21:43)



**EYE CONTACT: Voluntary Dimensions**

- *Voluntary Dimension:*  
**Friendliness, respect, interest, comfort, even domination**
- **Duration/frequency/not meeting—**  
*means something*



Now, again there are some tricky issues with relation to eye contact. We have this voluntary dimensions and involuntary dimensions as I said at the outside of this lecture voluntary dimensions are not going to create problems, but involuntary dimensions are



the once we should be vary of what is the voluntary dimension it indicates friendliness. So, we need to maintain eye contact respect you can show respect on your eyes and people like the other person, when lot of respect is shown in the eye of the other person interest even comfort people who are kind they just their eyes are showing you lot of comfort, but the people who are powerful can even show domination just by staring at you and then just by making you feel that your inferior and then they can even do that, but these are all voluntary dimension people think about it and then express that through the eyes.

Even the duration of maintaining eye contact frequency the number of times meeting or not meeting, all this can mean something. So, this simple example is like the boy and the girl both of them are standing in the same bus stop. So, initially they have not even seen each other, suddenly the boy just turns and finds the girl and then he just glances at here. Now, second time he glances at here, but then third times he notices now frequency how many times they are looking at each other whether they are looking at each other or only the boy is interested and then the duration. So, next time when he glanced at her the time increased and then when she looked at him again she looked at him glanced at him for quite some more time, now this shows obviously, interest and not doing this can show disinterest.

(Refer Slide Time: 24:05)

### **EYE CONTACT: Voluntary Dimensions**

*We avoid eye contact with strangers—*

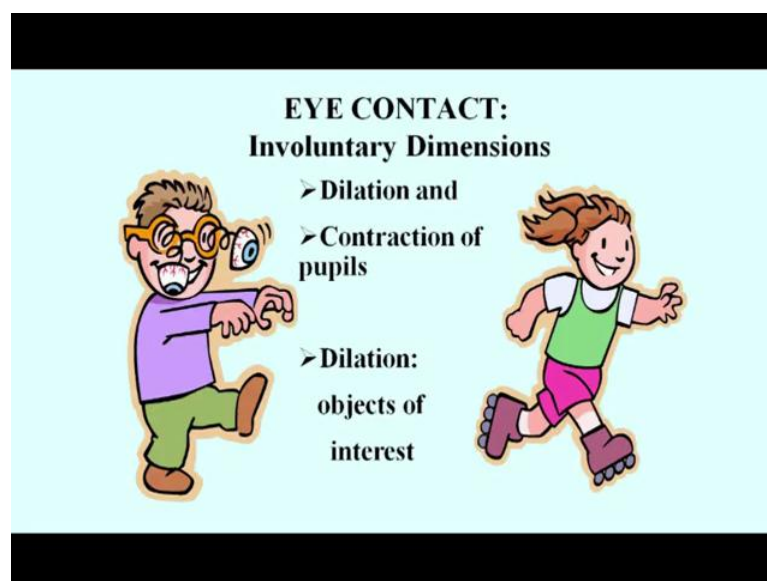
- **Even in physically close situations (as in a lift)**
- **With known; it implies lack of interest**
- **Children are sensitive towards eye contact**
- **It is uninteresting to listen without eyes meeting— News Readers**
- **Good Speakers—manage to give the feel of looking at all of the audience.**



Again to continue with the voluntary dimensions in terms of persons whom you like you want to increase the duration and frequency, but we avoid eye contact with strangers even in physically close situations as in a lift. So, what we do is we will stand and we will try to look up or we will look at the side, but we will not look eye into eye, but with known person, if we do that it shows we are lacking in interesting, talking to the person children are very sensitive towards eye contact and there even possessive with regard to their mothers eye contact. So, when the mothers keeps the child in her lap and suppose the mother watches the TV or looks at some on the other side what the child will do is it will try to turn her face around and try to make a look at the child. So, much sensitive the children are.

And even in terms of news reading. So, it will be very uninteresting to listen without eyes meeting. So, even this news readers when they are reading actually they are trying to maintain eye contact with you by trying to look into the camera and then trying to make you feel that they are maintaining the eye contact. So, that is actually trying to make the entire discussion the news reading interesting good speakers. So, they manage to give the feel of looking at all of the audience I will talk more about maintaining eye contact when we go to public speaking hand over presentations skills, but right now you remember good once they try to maintain this eye contact.


(Refer Slide Time: 26:01)



Now, looking at the involuntary dimensions we have something called dilation and contraction of pupils. Now, dilation happens that is the eye bulge out as if I have put in the pictures. So, this eyeballs come out as if they come out they dilate when they see objects of interest and they contract. They become small in size when they lose interest or when they are feeling bored. They do this when they even feel sleepy because boredom slowly makes them feel sleepy also.

(Refer Slide Time: 26:48)

**EYE CONTACT:  
Involuntary Dimensions**

➤ **Contraction:**   
**boredom**

➤ **Smart people-manipulative sellers-  
measure customer preferences;  
use it to attract and retain clients**

So, smart people especially manipulating sellers what do they do, they use this to measure customers preferences. So, they use it to attract and retain clients. So, ladies when they go and they want to buy sarees, for example, the customers will throw the saree display it and they keep looking at their eyes. So, whether they are in contraction or in dilation. So, if the eyes grow in size like enlarges they know that the ladies is interested. So, then they will say this is the very costly even only one piece is there I cannot give any discount on this. At the same time they look at the ladies contracted movement, when she looks at another saree they will say this one, I can give you any amount of discount that is possible. If you want I can give you this, but not this one because they know that she is interested in buying this at any cost. So, they actually try to do this, they manipulate people, so much about eye contact.

(Refer Slide Time: 28:07)

**HAPTICS: Touch**  
Use of physical contact when communicating

- ✓ One of the very first non-verbal symbols a new-born baby is lovingly exposed to— continues as major means
- ✓ Meanings are imposed by culture

e.g., A Male Guest visiting the lady of the house—

- *Latin American:* hugs
- *European:* Shakes/kisses her hand
- *Indian:* Namaste
- *Arab:* Not even sees her

- *In India:* men walking hand in hand shows friendship
- Europe:* homo-sexuals
- *In India:* Touching the feet of elders—normal to show respect
- America:* appears to be slavish & embarrasses an American



Let us look at it, haptics that is touch which is actually the use of physical contact when communicating. Now, touch obviously, is one of the very first non-verbal symbols. A new born baby is lovingly expose to and continuous as major means. In fact, its touch by touching the mother and by touch and then putting everything in our mouth and feelings by touch, we learnt things, but the meanings about touch or actually imposed by culture when you grow up you realise this.

Take a simple example; a male guest visiting the lady of the house in Latin American countries will give a hug. In European countries will shake the hand or kiss her hand gently. In India, we say Namaste, in Arabian countries they are not even allowed to see the lady. Again in India, men walking hand in hand shows friendship, even they can put hand on the other person shoulder, they can hug each other and walk together, they can eat on the same plate, but in Europe or in America, it can indicate that they are homosexuals.

In India, again touching the feet of elders it is indicated as a normal think to show respect. In again America, for example, it might appear to be slavish and it might embarrass an American. The typical one was no idea about Indian culture if that person is your boss. If you want to take the blessing on the very first day and go and touch the automatic response of the boss will be to go back and you would think what you are

doing something atrocious for the person. So, this is something that you should keep in mind, this cultural issues also with regard to non-verbal behaviour.

(Refer Slide Time: 30:04)



Haptics in terms of human touch as I said it is the first form of communication by infants. The development as a healthy adult depends on the amount of touch received as an infant. So, they say psychologically, if the person received less touch by the mother, the person gets into lot of psychological complications. Touch is also used to comfort a crying baby, have you not seen the mother just patting or just even touching and then given warm to the baby. Touch is also used to comfort an adult most of the counselling sessions, the therapeutic part of counselling sessions people just come and then gently pat or they give some kind of massaging touch on the head. So, they make the person feel comforted even by touch.

So, touch as that power, but you should also use it professionally to give the most powerful meanings that you want to convey especially, in term of hand shake. Ask how you are giving the hand shake? So, you will realise what kind of meaning you want to indicate by the handshake and again that is slightly distinguished in terms of the culture.

(Refer Slide Time: 31:35)



**HAPTICS - Professional touch**

Americans use a firm, solid grip  
Middle Easterners and Orientals prefer a gentle grip—a firm grip to them suggests unnecessary aggressiveness



Americans, for example, use a firm solid grip middle easterners and oriental prefer a gentle grip, a firm grip to them suggests unnecessary aggressiveness, aggressiveness is like putting your entire force and then they think that rather you are trying to show that you are stronger than the other person, that rather you are trying to be very dominative. So, you are trying to show your power. So, it is better to avoid unnecessary aggressiveness.

(Refer Slide Time: 32:19)



**Neither the deadfish nor the knuckle grinder...**



Dead Fish Handshake



Knuckle Grinder Handshake



But in terms of professional communication, you should avoid two extreme types. It should neither be the dead fish nor the knuckle grinder. So, the dead fish handshake is like when somebody is so nervous the hand gets cold. The other person gives the hand, but this person let us say a big celebrity or something and the other person is so afraid even giving hand. So, the person gives it and as if its dead fish you cannot hold it, it is just coming out quickly cold wet slippery nervous where is the other extreme is this knuckle grinder. So, the handshake is given so powerfully that the knuckles are being ground that grinding the knuckles is again putting the other person into discomfort showing that you are very strong and then you like the person much, but in professional these are not acceptable.

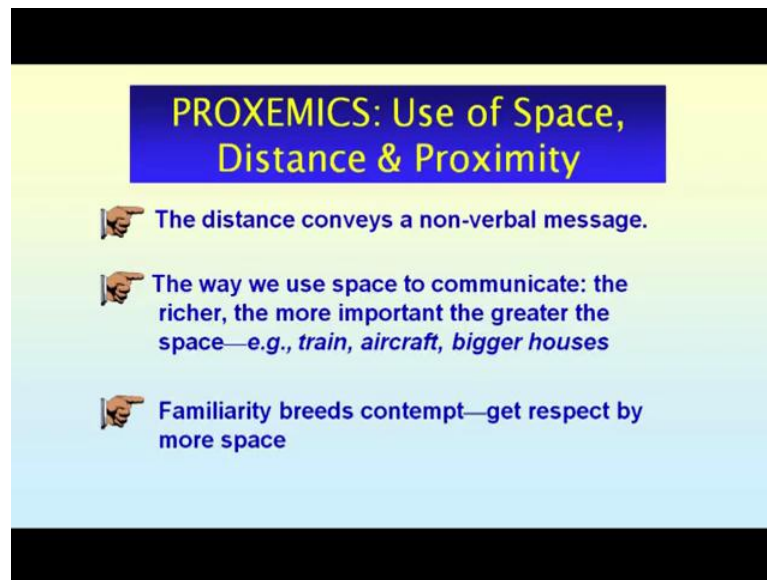
(Refer Slide Time: 33:17)



It should be a firm handshake neither this dead fish nor this knuckles grinder, but it should be a gentle, but firm one that firmness will indicate you are interested in the relationship that is about haptics.



(Refer Slide Time: 33:33)



Let us look at proxemics that is the use of space, how do we use space in terms maintaining distance and proximity that is closeness. So, that distance conveys a non-verbal message, the way we use space to communicate, for example, the richer a person the more important and greater the person, the space will be occupied by that person. So, the richer he or she is the more space he or she will occupy. Take small example, train aircraft. So, the person who pays more gets maximum space, maximum leg space. Even in flight, even you can sleep in the executive class. So, in the economic class even putting your leg are very difficult same thing with train.


So, first easy you get more space more comfort compare to unreserved cramp space bigger houses. So, houses in slum areas houses, in colonies, flats in big residential areas and then somebody owing a land and having a very big bungalow and villa or casilla set up in the inland. So, depends on the money, depends on the power. So, the more richer, the person wants to show how great the person can occupy space.

But in terms of gaining respect, the rule that goes by the proverb familiarity breeds contempt applies here that is if you are professional and if you want to if you working with colleague subordinates. So, the distance that you maintain and the less appearance you give, will give you some kind of respect the more you try to reduce it. So, the more you become intimate, the respect level may reduce formally it may become informal,

but if you want to maintain that formal respect it is important that you also try to reduce this familiarity not that much.

(Refer Slide Time: 36:04)

**PROXEMICS: Extent of space**

 **Importance/degree of formality**  
e.g. taking back seat in taxi

The bigger the leader, the larger the area sealed;  
greater the honour when they come near/shake hands

Sitting on a park bench; leaving space for strangers

 **When Physical space is not available, we create Psychological space**  
An overcrowded lift—tighten our muscles, shrink ourselves

Now, the extent of space that is in terms of the importance, the degree of formality, so that also indicates something, for example, let us say - the husband and the wife. So, they the husband is always driving the car and the wife sits in the front on the left seat, but suddenly the wife takes back seat on a particular day. So, this does indicate that there is some kind of communication gap between these two. So, that is why she has taken the back seat, but again you should not jump into conclusion, it is also possible that the doctor advised her based on here health conditions not to sit in the front because she is vomiting frequently. So, the doctor told her to sit in the back, but other than this physical health conditions, if normally she is sitting back it might indicate that they quarrelled that morning.

Similarly, bigger the leader the larger the area will be sealed. You can see if the chief minister or the prime minister is going to visit, so more space will be covered between the common people and the VIP and greater the honour when they come near and shake hands, you cannot go and close the gap, but then they can come and then if they want to show that they are very intimate with you, they can come and shake hands with you. Similarly, sitting on a park bench generally when we sit we try to leave space for the strangers. We do this when we are sitting on the railway station platform benches also.

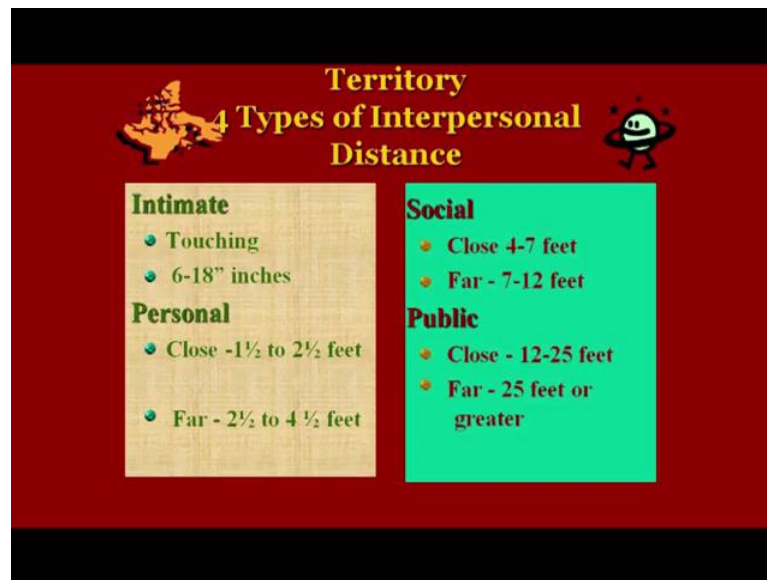
But we do not do this when a friend come, we try to close this space. So, to show that we are intimate with the person, when physical space is not available what do we do we create psychological space take, for example, overcrowded lift, overcrowded electric trains, overcrowded buses what do we do when especially we are surrounded by strangers. So, we tighten out muscles shrink ourselves and then just like a statue we stand and then we just as if we have closed our body, we act before the others.

(Refer Slide Time: 38:31)



So, look at the picture like in crowded culture even if people are together they try to avoid eye contact and they try to show that they have shut their body space completely.

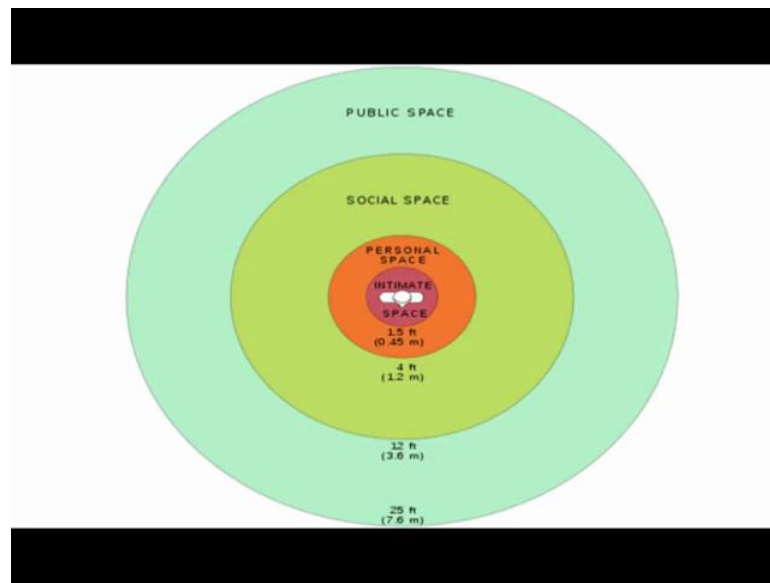
(Refer Slide Time: 38:43)



Now, the next aspect of distance you should know is in terms of territory in terms of interpersonal distance that we maintain. There is basically this public space then social personal intimate. Now, the public one is the last one I have put in the slide that is close if you want to maintain a close public interpersonal distance that is from 12 to 25 feet, but if it is far it is 25 feet or greater especially when the PM or CM is trying to address the gathering. So, more distance is maintained, the social one normally in some occasions wedding and all that you are interacting with people.

So, when you are close it's 4 to 7 feet, when you are slightly far away it is 7 to 12 feet, but in personal relationships. So, marital relationships, friendships, colleagues, close friends and all that, the far level is 2 and half to 4 and half feet, but the close level is between 1 and half to 2 and half feet. The intimate level is 6 to 18 inches or often the level in which you can touch literally brush your shoulders, so that is the intimate level. Now, what happens when the boss try to reach the personal level and slightly tries to encroach on the intimate level? If the other person, the worker does not like it, then there will be resistance.

(Refer Slide Time: 40:29)




So, you can also visualise this in terms of circles; public space, social space, personal space and then intimate space.

(Refer Slide Time: 41:00)

### When you invade my space

- Reactions to an invasion of your space
  - Feel troubled
  - Get defensive
  - Become aggressive
  - Retaliate



And what happens when somebody invades somebody else space. So, the reactions or we will show on space on body through gestures through body movement that we are feelings troubled we will become defensive and some people will even become aggressive, some people will even retaliate. So, they will try to fight back, they will try

to even hit back when somebody comes so close, they push the other person literally. So, that is also possible.

(Refer Slide Time: 41:13)

The slide features a title 'When you invade my space' in a dark red font. Below the title, a blue circular bullet point is followed by the text 'Reactions to an invasion of your space'. A list of four items follows, each preceded by a right-pointing arrowhead: 'Avoid conversation', 'Avoid eye contact', 'Place objects in between', and 'Focus attention elsewhere'. To the right of the text, there are three small photographs: the top one shows a woman with her hands to her face looking distressed; the middle one shows a woman looking down and a man smiling; the bottom one shows a man looking down and a woman looking towards him.

Some people do it in a different manner, they avoid conversation and they keep quite indicating that you get lost, leave this place as quick as possible. They avoid eye contact, they do not look at the person or in case of females and male boss or male person who is trying to make advances they put objects in between while talking they put a folder, they put the suitcase, they put some files and also they focus attention is where, when somebody invades somebody else is private space.

(Refer Slide Time: 41:46)

The slide features a title 'CHRONEMICS: Time Perception' in a blue textured box at the top. Below the title, there are four bullet points, each preceded by a blue arrowhead. The first point is 'Arriving late is a way of showing importance'. The second point is 'Time Taken for an event is symbolic', followed by the subtext 'More time with people and projects that interests more (interviews)'. The third point is 'Time Taken to respond is symbolic', followed by the subtext 'boss approving requests'. The fourth point is 'The Timing of an Event can have symbolic overtones'. To the right of the text, there is a small image of a hand holding a pocket watch.

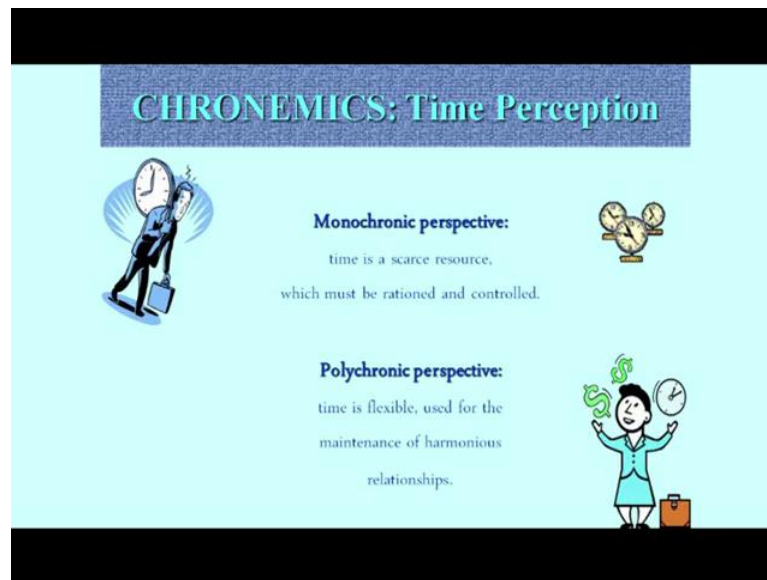
The next one is chronemics that is with regard to time perception and as somebody who wants to develop his or her soft skills and personality. This is a very important skill and in terms of non-verbal communication, you need to understand your perception of time and act appropriately. Now, look at chronemics in general, arriving late is a way of showing importance especially in a country like India. So, you know that the VIPs never come on time, but they just want to show that they are very important.

The time taken for an event is symbolic more time with people and projects that interest more in interviews you know that somebody they spend about 45 minutes. Mostly the candidate is slightly to be selected and somebody they just said, we will let you know in 5 minutes. It is more likely that they are not going to select this candidate. The time taken to respond is also symbolic, the boss approving request from some person. Immediately the person goes the boss signs the other person as sent asked again and again send. So, many reminders the boss is not even looking at this. This also is symbolic that the boss has some non-verbal cues about the proposals request. The different people are sending to this person, the timing of an event can have symbolic overtones.

So, there is a time, for example, for getting married. So, there is a time for releasing movies like weekends, Friday's are particularly chosen. So, that timing of an event can have symbolic overtones, but what you should keep in your mind with regard to time perception is basically two fundamental aspects of time perception.

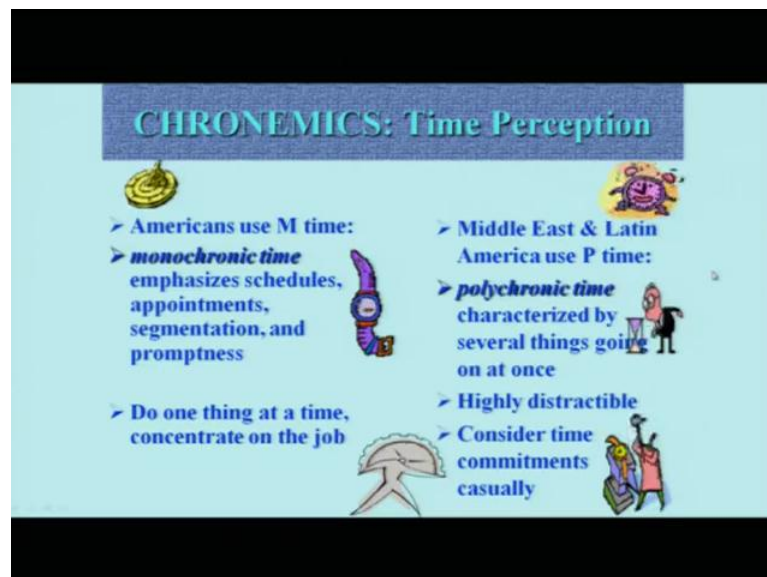


(Refer Slide Time: 43:42)



One is monochronic perspective and the other one is polychronic perspective. Now, in monochronic perspective, time is treated as a scarce resource and people think that it must be rationed and controlled in polychronic perspective time is flexible use for the maintenance of harmonious relationships.

(Refer Slide Time: 44:03)

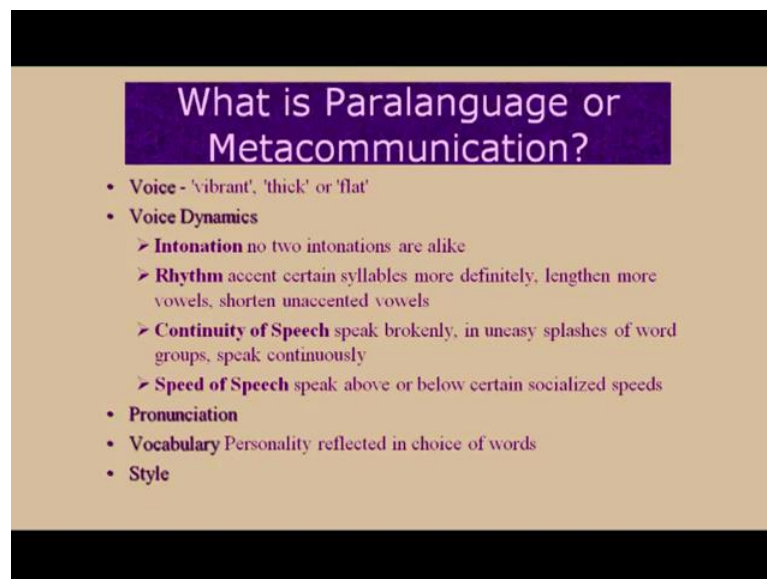


Now, this side in monochronic perspective you have culturally different people like Americans use monochronic time. So, there is an emphasizes on schedules, there are Americans who plan 2 years, 5 years in advance, appointments exactly the time is

maintained, time is segmented and promptness is accepted, but this side if you look at the time perception the middle, eastern Latin America use this polychronic time. So, this is characterized by several things going on at once people are happy to do. So, many things at the same time this is highly distractible whereas, monochronic time is highly focus people who are under this category, they do one thing at a time concentrating on one job at hand. Now, this side people consider time commitments very casually.

So, the problem is when this two people meet, the American says, I will give an appointment you meet me at 9. So, the Americans goes there by 8 50. Now, an Indian or even somebody from Middle East they think that even 9 30 is fine, I will reach there by 9 30 and wait for him till 9 40, but the Americans lives 9, 5 10, when the person does not turn up. So, both people are in confusion. So, this should be avoided in your case if you are trying to develop communication using this non-verbal aspect of chronemics. You identify which aspect that you instinctively belong to and try to act with people and communicate with them accordingly.

(Refer Slide Time: 46:02)



**What is Paralanguage or Metacommunication?**

- **Voice** - 'vibrant', 'thick' or 'flat'
- **Voice Dynamics**
  - **Intonation** no two intonations are alike
  - **Rhythm** accent certain syllables more definitely, lengthen more vowels, shorten unaccented vowels
  - **Continuity of Speech** speak brokenly, in uneasy splashes of word groups, speak continuously
  - **Speed of Speech** speak above or below certain socialized speeds
- **Pronunciation**
- **Vocabulary** Personality reflected in choice of words
- **Style**

Towards the end let up look at the last aspect of this non-verbal communication that is paralanguage or metacommunication, what is it? It is not the language, but it is about the voice is it vibrant is it thick or is it flat now the voice dynamics intonation. So, how are you using, raising and falling tone rhythm. So, the accent certain syllables more

definitely and then some vowels where you need to along it and then shorten. So, are you able to do that? For example, suppose shut and then shoot.

So, you can you can see the shortening and then lengthening of this vowel sounds continuity of speech, some people are not able to speak continuously. So, they are able to speak only in broken manner. So, sometimes there is uneasiness and some people speak continuously, but speak much faster than the required page, the speed of speech. So, there is an accepted speed in which one is supposed to speak some people speaks faster and then people are not able to understand even that is considered a sign of nervousness some people speak too slow and the people find it very boring.

So, all this things again are indicating some psychological aspects of this people even when they talk too slow they are afraid, they are timid pronunciation. So, speak clearly or not speaking clearly again indicates issues in mind vocabulary again indicates the person what kind of words you use the choice of the words will indicate the kind of thinking that you have use more difficult words use many complicated words people will know that you want to complicate things unnecessary. So, that people will think that you are a great person, but use simple words to convey complex idea. So, people know that you are using words simple, but you are more focused on communication and then there is style. So, overall whatever you do there is a style in which you are delivering your taught and ideas. So, all this will come under paralanguage or Meta communication.

(Refer Slide Time: 48:43)



The last point is silence is also part of non-verbal communication; silence is a lack of communicated sound although quite it can communicate powerful messages. I am not speaking to you speaks volumes whether from kids or in term of adults when they say I am not speaking to you they mean. So, much silence conveys different meanings, it can simply mean contentment I am satisfied happy. It can mean embarrassment, it can mean punishment. So, between friends between close relationships one thing people are very much afraid of his the other person keeping quite. So, that can be used even as a punishment.

(Refer Slide Time: 49:46)



I conclude this lecture with some taught on silence, just think about it and then use it very effectively in terms of non-verbal communication; speech is silver, but silence is golden. It is a proverb we all have heard during our childhood and the next one is more interesting, if you cannot understand my silence you cannot understand my words the last one from Richard Yates, it says never say anything that does not improve on silence never say anything that does not improve on silence.

So, with that thought let me conclude this lecture. Thank you so much for watching this video. Have a nice day; use your skills on non-verbal communication effectively.

Thank you once again.